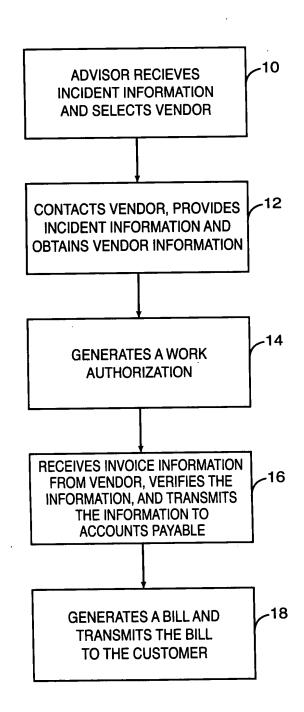
Title: Method and System for Emer Assistance Management

Assistance Management Appln No. 09/841,842



FIG. 1

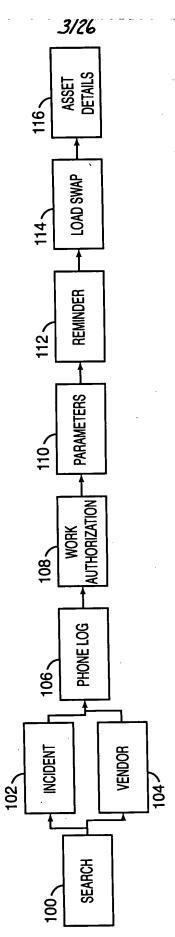


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FIG. 2 50 INCIDENT **TRACKING** 52 56 **INVOICING REPORTING BILLING** 

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Title: Method and System for Emergence

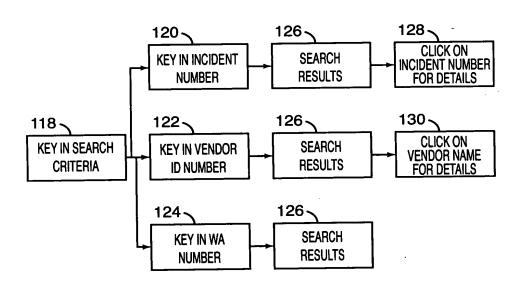
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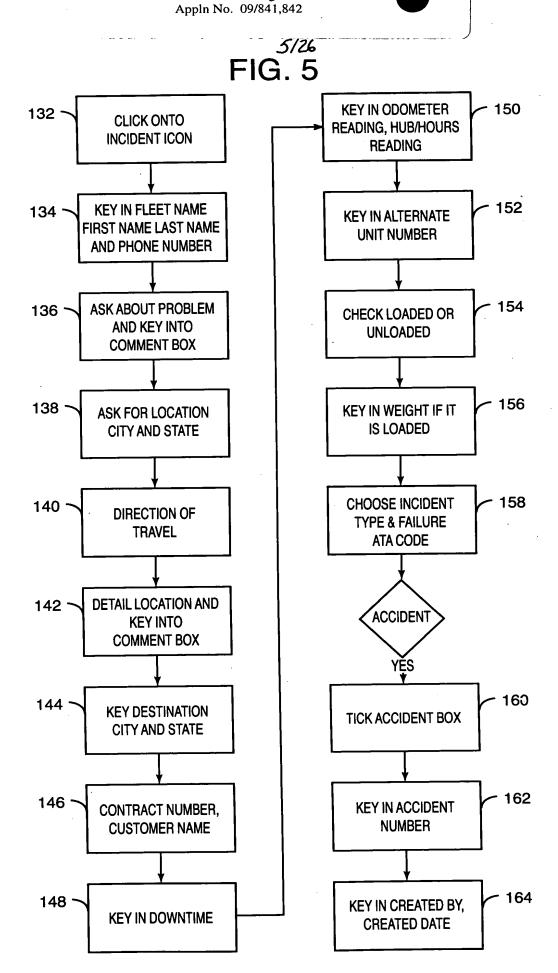
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FIG. 4

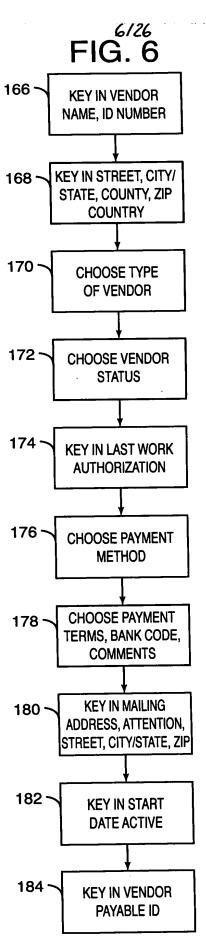


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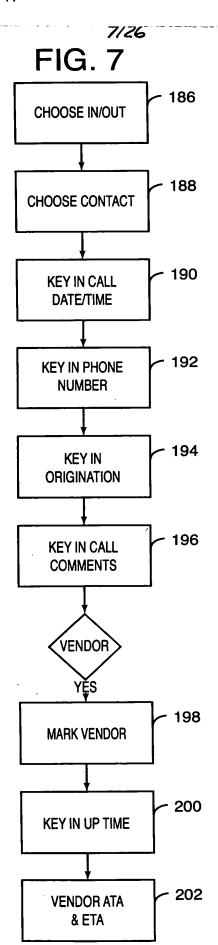
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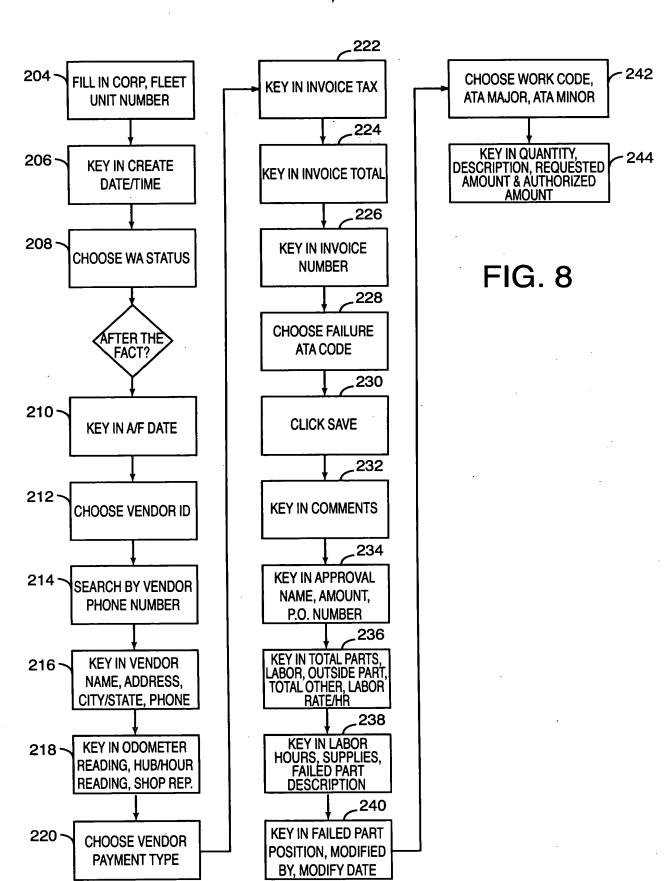
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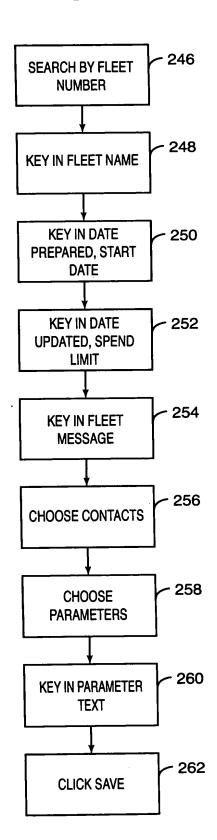


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FIG. 9

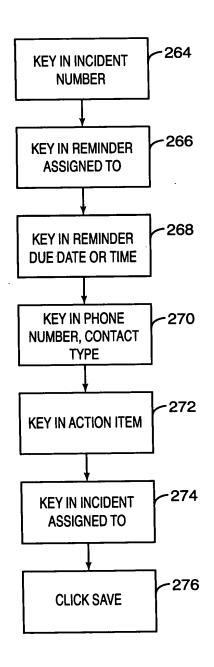


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FIG. 10



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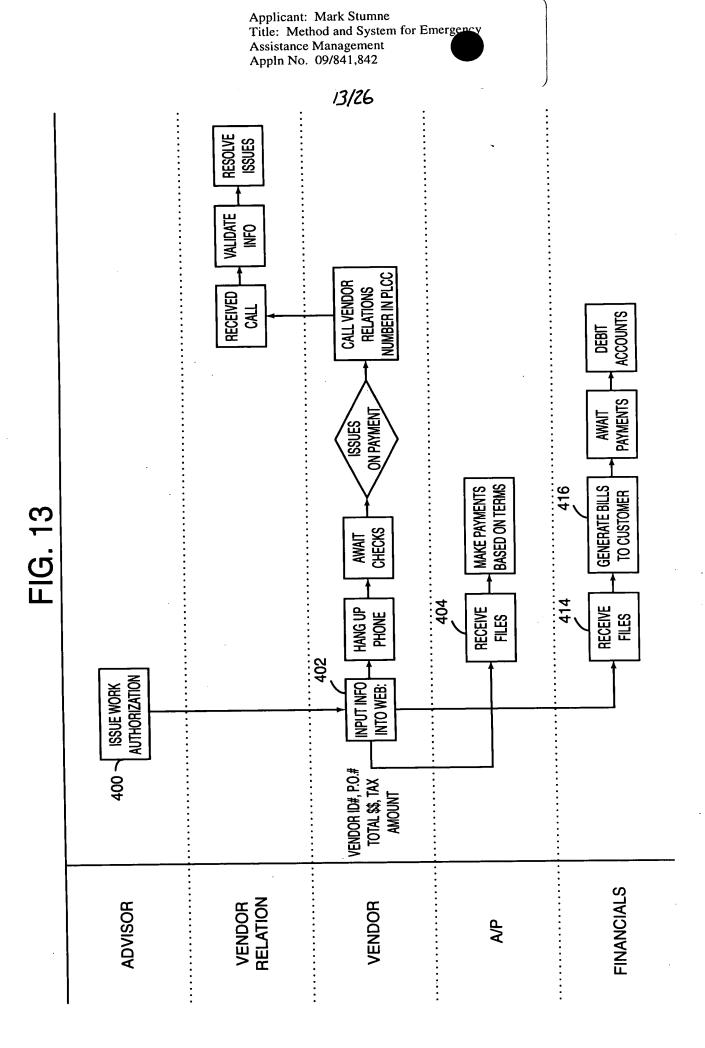
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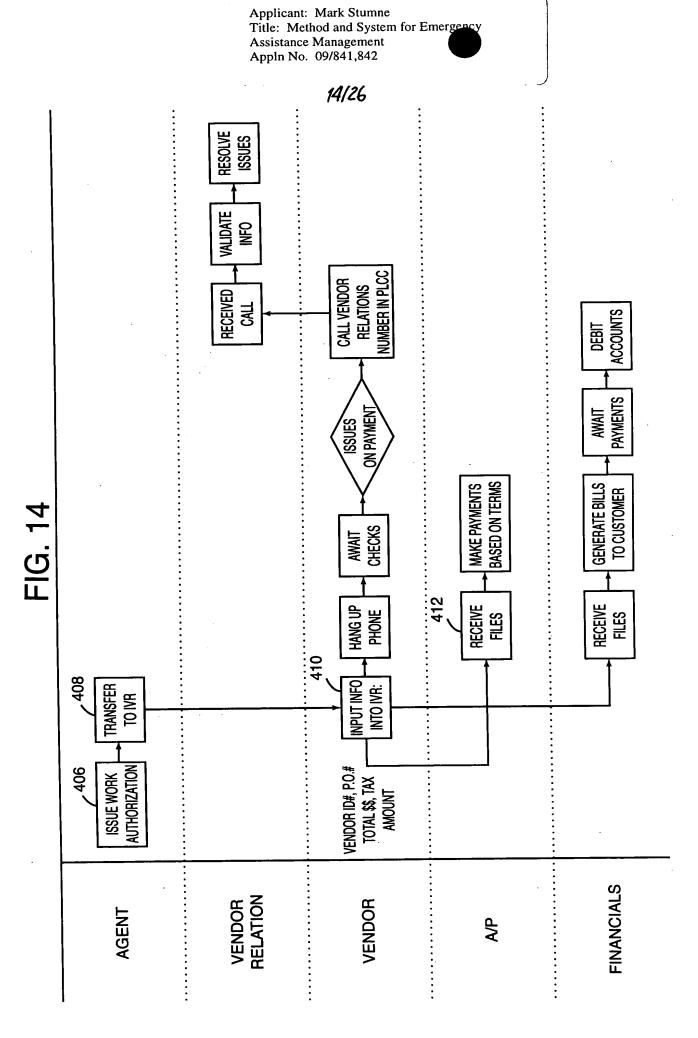
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Title: Method and System for Emergency Assistance Management Appln No. 09/841,842 12/26 332 352 312 **KEY IN UNIT** KEY IN MODIFIED BY **CLICK NEW** AND MODIFIED DATE **MESSAGE** 334 314 KEY IN GE ON ROAD KEY IN CORP/FLEET/ DATE **UNIT NUMBER** FIG. 12 336 316 **KEY IN ORIGINAL KEY IN FLEET NAME** ON ROAD DATE 338 318-**KEY IN OFF KEY IN YEAR MAKE ROAD DATE** AND MODEL 340 KEY IN FUEL, VIN, 320 **KEY IN EXTENDED** LICENSE NUMBER/ WARRANTY INFO. STATE 342 322 -KEY IN MILEAGE, **KEY IN LEVEL MILEAGE DATE** 344 **KEY IN ENGINE** 324 -**KEY IN HUB/** MAKE, SIZE, TIRE **ODOMETER HOUR** SIZE 346 KEY IN HOURS DATE, **KEY IN** 326 -CONTACT NAME, TRANSMISSION MAKE, MODEL AND LOCATION ADDRESS, CITY STATE 348 **KEY IN DESCRIPTION** 328 -KEY IN ZIP, PHONE DOOR KEY CODE, CELL, PAGER, FAX IGNITION KEY CODE 350 KEY IN CLIENT UNIT, 330 **KEY IN FLEET CLIENT REFERENCE MESSAGE NUMBER** 

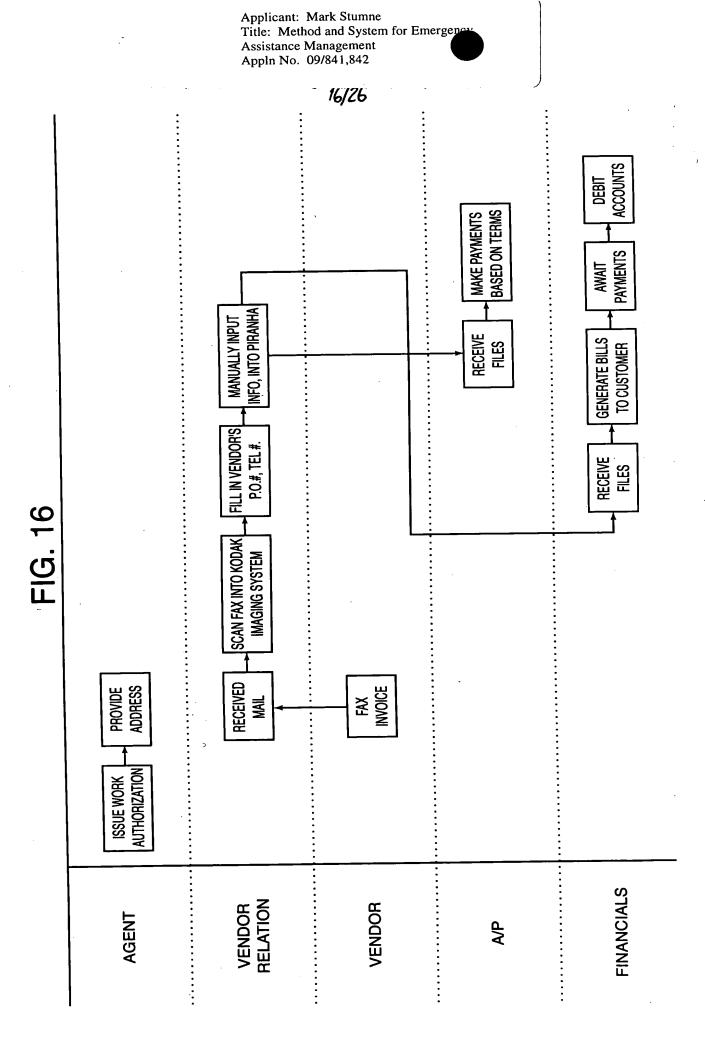
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FIG. 18/21

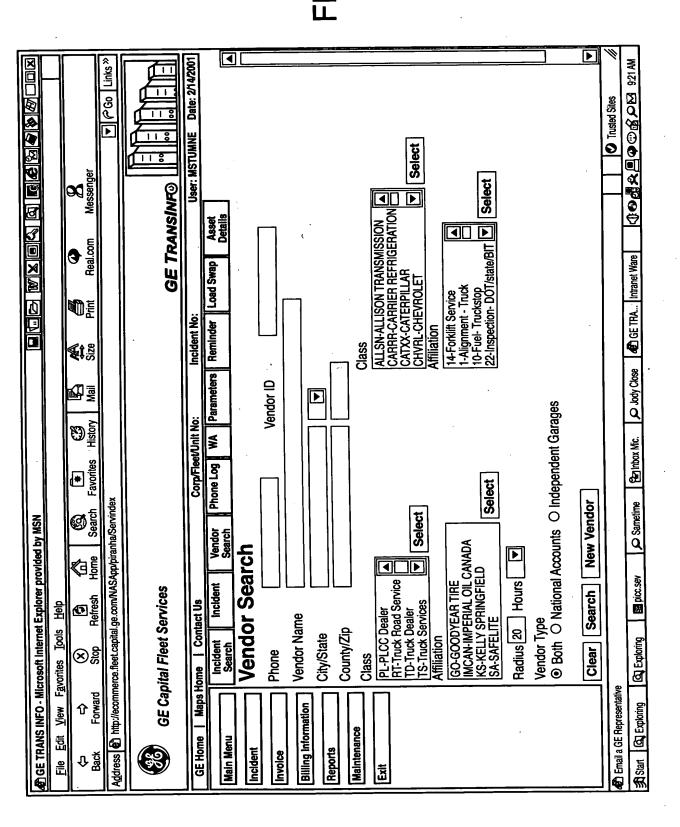
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FIG. 26

